



DC Resident Snow Team 2015-2016

- **What is the DC Resident Snow Team?**
 - The DC Resident Snow Team is comprised of volunteers who are able to assist seniors and residents with disabilities with shoveling and snow removal after winter snow events.

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- **Who are the residents who receive snow removal assistance?**
 - Serve DC coordinates this program with the Office of Unified Communications (OUC) – **311 Call Center**
 - Serve DC receives listings from **311** for snow removal service
 - Serve DC recruits, coordinates client matches geographically and deploys volunteers to residents requesting assistance
 - Snow removal volunteers receive requests and names of the seniors and disabled seeking assistance from Serve DC

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- **How much snow will I remove?**
 - Most volunteers will agree to perform service for at least 2 homes per activation.
- **How long do I have to clear the snow from a resident's sidewalk?**
 - The District requires snow be removed from sidewalks within the first 8 hours of daylight after a snow event.
- **Will you provide equipment like shovels or de-icing salts?**
 - We ask that those volunteers that have snow shovels use them so we may provide our limited supply to volunteers that do not have shovels
 - Shovels will be distributed to volunteers in advance & must be returned to inventory
 - Ice melt will be provided in advance, delivered to residents homes
 - Location of the ice melt will be provided to volunteers upon assignment
- **What should I do when I complete the entryway, steps & sidewalk?**
 - Contact the Snow Team Command Center at the Reeves Center.

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Tips

- Determine a safe and legal location to pile the excess snow before beginning to clear sidewalks.
- Wear appropriate clothing for the task.
- Gather snow shoveling resources (shovels, salt, and/or sand) as soon as possible.
- Avoid overexertion when shoveling snow. Overexertion can bring on a heart attack—a major cause of death during the winter.
- Make it fun. Build snow people. Host a post-shoveling party with friends and neighbors.

Got Social Media? Tweet, Instagram, post to Facebook


Your Shoveling Success

Hashtag #DCVolSnowTeam

Serve DC @ServeDC · 9h

Join #DCVolSnowTeam Help shovel sidewalks ❄️ entryways for seniors & disabled snowteam.dc.gov #DCSnowReady

Mayor Muriel Bowser, DDOT DC, DC DPW and 7 others



The sign reads: MAYOR BOWSER NEEDS YOU ... to serve on the DC RESIDENT SNOW TEAM. Help your neighbors stay safe this winter. Serve DC needs your help clearing sidewalks and front walkways for our seniors and residents with disabilities during the winter weather. Join our DC Resident Snow Team and help your neighbors over the winter. Register at snowteam.dc.gov or call Serve DC at 202-727-7925. The sign also features the Serve DC logo and a small illustration of a snowman.

RETWEETS 5 FAVORITES 5

9:38 AM - 23 Oct 2015 · Details

Janis D. Hazel @JanisHazel · Feb 17

Shoveled 4 my 7 senior neighbors w/combined age=524. U can take me out of Michigan but can't take Michigan out of me!

JanisHazel-ANC 7D05



RETWEETS 3 FAVORITES 3

1:30 PM - 17 Feb 2015 · Details

2014-2015 Snow Team in Action



DC Resident Snow Team 2015-2016

- **Website:** www.snowteam.dc.gov
- **Email:** servedc.info@dc.gov
- **Phone:** (202) 727-7925
- **The Reeves Municipal Center**
2000 14th Street, NW
Suite 101
Washington, DC 20009

